



POSITION TITLE: Benefits Administrator- Canada, Part-Time
REPORTS TO: Manager – Benefits
LOCATION: 450 Courtney Drive West, Mississauga, ON L5W 1Y6
SCHEDULE: 20 Hour per week, Monday to Friday, 4 hours per day

POSITION SUMMARY:

Responsible for completing the daily administration and support of Associate Benefits in any of the following areas: medical, dental, vision, ancillary benefit programs/offerings, well-being programs, and records maintenance. Provide high level customer service to Associates and HR business partners through problem resolution and sharing knowledge of company benefit programs, policies and administrative procedures.

Analytics/ associate experience/ communication strategies /engagement / wellness initiative promotion/ inclusion

RESPONSIBILITIES:

- Front line to associate customer service, queries and issues resolution.
- Host employee benefits orientations for new hires in the Mississauga Distribution Center, and remotely for Field associates and management.
- Manage the Canadianbenefits@AE.com inbox to respond in a timely manner
- **Communication creation, updates, and delivery through all AEO established communication channels**
- Weekly payroll reporting of Corporate attendance and Short Term Disability payment schedule
- Coordinate Paid time off (PTO) program, with weekly record keeping, answer associate queries, follow up with payroll on balance reporting
- Assist Benefit Specialist in PTO balance reconciliation
- Provide back up for Occupational accident reporting. Assist with WSIB case management – intake, investigation
- Assist with coordination of leaves management, return to work and accommodation requirements
- Complete intake form for case manager
- Provide associates with information on leave process, follow up for medical documentation and answer associate queries
- Assist with coordinating return to work, preparing modified work offers, communicating with MDC leadership for work availability
- Maternity Leaves coordination: respond to employee inquiries, manage intake, bump boxes ordering
- Assist with benefit payment management for associates on Leave. Issue payment letters, follow up on outstanding premiums, complete banking deposits
- Assist Benefits Manager with **communication, promotion, and execution of AEO’s Well-being programs, Lifeworks, Rethink, GoodLife**
- **Drive engagement** of employee assistance programs (EAP), partnering with vendor for administration, enrollments and platform testing
- **Evaluate current processes, document, improve and create efficient processes** on an ongoing basis
- Assist with organizing, communicating, and **presenting additional benefit offerings and events** as assigned
- Assist with annual **Open Enrollment project plan and execution for Canada** Test platform, execute communication strategy, partner with vendor for associate support and education. Coordinate package preparation (printing, assembly, mailing LOA packages, distribution) Attend town halls, actively participate in presenting benefit enrolment information.
- Assist Benefit Manager with new benefit launches. Test, communicate, track engagement, follow up with vendor for enrolment trending
- Complete administration for Revenue Canada quarterly surveys, Letters of employment requests, employment verifications
- **Assist Benefit Manager with Audit requirements. Review enrolment and general HRIS data from source and vendor to ensure accuracy**
- Partner with AEO HRIS team for weekly data interface to Manulife, along with terminations reporting for RRSP admin
- Review and correct issues reflected in weekly deduction file error reports and demographic file error reports
- Use ad hoc HRIS reporting to prepare eligibility reporting for vendors such as Goodlife, and Lifeworks
- Partner with Payroll to coordinate and investigate Benefit deductions
- Record expense on the expense billing spreadsheet for monthly audits; research discrepancies
- Coordinate mailing and email communication campaigns
- Manage Lifeworks feed with timely and relevant information to promote wellness and engagement
- Additional duties and projects as assigned.

QUALIFICATIONS:

- Currently enrolled in a Human Resources, Labor Relations, Business Administration program
- 1-2 years employee benefits experience and/or customer service experience preferred, with emphasis on multiple locations
- 1-3 years administration experience
- Knowledge of legal standards throughout the country related to Benefits administration; including, but not limited to: Employment standards, PIPEDA, Canada Labour Code
- High degree of proficiency Google Workspace & Internet applications

AEO

- Strong prioritizing, interpersonal, problem-solving, presentation, & planning skills
- Strong verbal and written communication skills
- Demonstrated collaborative skills and ability to work well within a team & ability to work independently when applicable
- Ability to work with and influence peers and senior management
- Ability to work in a fast-paced and deadline-oriented environment
- Self-motivated with critical attention to detail, deadlines and reporting
- Knowledge of benefits administration platforms, Kronos, ADP and/or Oracle HRIS system(s) a plus

AEO is an Equal Opportunity Employer and is committed to complying with all federal and provincial equal employment opportunity and human rights laws. AEO prohibits discrimination against associates and applicants for employment because of the individual's race, national or ethnic origin, color, religion, age, sex, sexual orientation, marital status, family status, disability, a conviction for which a pardon has been granted or any other ground protected by applicable human rights legislation. This applies to all AEO activities, including, but not limited to, recruitment, hiring, compensation, assignment, training, promotion, performance evaluation, discipline and discharge. AEO also provides reasonable accommodation of religion and disability in accordance with applicable law.